

520829 matt rice	Barnes & Noble .COM	1/6/15 4:30 PM	18
520829 matt rice	Barnes & Noble .COM	1/7/15 1:30 PM	29
520829 matt rice	Barnes & Noble .COM	1/7/15 2:00 PM	24
520829 matt rice	Barnes & Noble .COM	1/7/15 2:30 PM	28
520829 matt rice	Barnes & Noble .COM	1/7/15 3:30 PM	26
520829 matt rice	Barnes & Noble .COM	1/7/15 4:00 PM	25
520829 matt rice	Barnes & Noble .COM	1/7/15 4:30 PM	21
520829 matt rice	Barnes & Noble .COM	1/8/15 1:30 PM	25
520829 matt rice	Barnes & Noble .COM	1/8/15 2:00 PM	27
520829 matt rice	Barnes & Noble .COM	1/8/15 2:30 PM	21
520829 matt rice	Barnes & Noble .COM	1/8/15 3:30 PM	22
520829 matt rice	Barnes & Noble .COM	1/8/15 4:00 PM	26
520829 matt rice	Barnes & Noble .COM	1/8/15 4:30 PM	26
520829 matt rice	Barnes & Noble .COM	1/9/15 2:30 PM	29
520829 matt rice	Barnes & Noble .COM	1/9/15 3:30 PM	27
520829 matt rice	Barnes & Noble .COM	1/9/15 4:00 PM	30
520829 matt rice	Barnes & Noble .COM	1/9/15 4:30 PM	29
520829 matt rice	Barnes & Noble .COM	1/10/15 1:30 PM	26
520829 matt rice	Barnes & Noble .COM	1/10/15 2:00 PM	15
520829 matt rice	Barnes & Noble .COM	1/10/15 2:30 PM	11
520829 matt rice	Barnes & Noble .COM	1/10/15 3:30 PM	29
520829 matt rice	Barnes & Noble .COM	1/10/15 4:00 PM	30
520829 matt rice	Barnes & Noble .COM	1/10/15 4:30 PM	29
520829 matt rice	Barnes & Noble .COM	1/11/15 2:30 PM	27
520829 matt rice	Barnes & Noble .COM	1/11/15 3:00 PM	30
520829 matt rice	Barnes & Noble .COM	1/11/15 3:30 PM	30
520829 matt rice	Barnes & Noble .COM	1/11/15 4:00 PM	30
520829 matt rice	Barnes & Noble .COM	1/11/15 4:30 PM	26
520829 matt rice	Barnes & Noble .COM	1/12/15 2:00 PM	29
520829 matt rice	Barnes & Noble .COM	1/12/15 2:30 PM	30
520829 matt rice	Barnes & Noble .COM	1/12/15 3:00 PM	25
520829 matt rice	Barnes & Noble .COM	1/13/15 2:00 PM	29
520829 matt rice	Barnes & Noble .COM	1/13/15 2:30 PM	22
520829 matt rice	Barnes & Noble .COM	1/13/15 3:00 PM	29
520829 matt rice	Barnes & Noble .COM	1/13/15 4:00 PM	26
520829 matt rice	Barnes & Noble .COM	1/13/15 4:30 PM	30
520829 matt rice	Barnes & Noble .COM	1/13/15 5:00 PM	25
520829 matt rice	Barnes & Noble .COM	1/13/15 5:30 PM	27
520829 matt rice	Barnes & Noble .COM	1/14/15 2:00 PM	24
520829 matt rice	Barnes & Noble .COM	1/14/15 2:30 PM	29
520829 matt rice	Barnes & Noble .COM	1/14/15 3:00 PM	27
520829 matt rice	Barnes & Noble .COM	1/14/15 4:00 PM	27
520829 matt rice	Barnes & Noble .COM	1/14/15 4:30 PM	22
520829 matt rice	Barnes & Noble .COM	1/14/15 5:30 PM	28
520829 matt rice	Barnes & Noble .COM	1/15/15 2:30 PM	18
520829 matt rice	Barnes & Noble .COM	1/15/15 3:00 PM	26
520829 matt rice	Barnes & Noble .COM	1/15/15 4:00 PM	24

520829 matt rice	Barnes & Noble .COM	1/15/15 4:30 PM	26
520829 matt rice	Barnes & Noble .COM	1/15/15 5:00 PM	18
520829 matt rice	Barnes & Noble .COM	1/15/15 5:30 PM	30



# Objectives

- Certification for Arise CSPs handling Chats for Disney Web will include the following:
  - Utilize LivePerson Chat system to efficiently and effectively respond to guest inquiries
  - Handling general inquiries about the parks and resorts using One Source and Disneyworld.Com as a primary resources.
- By the end of this certification, the CSP will be able to:
  - Answer Chats from Resort Guests with appropriate responses and product knowledge.
  - Answer inquiries or concerns on an average time to be determined by your Statement of Work using the LivePerson Chat application, the Disney Website and/or One Source.



# Resources

- LivePerson Chat – Chat application
- One Source– Disney knowledge base
- Disneyworld.com – public website guests use
- Sharepoint– Multiple Resources
- Chat PF – a subject matter expert available to assist you with questions while servicing
- QA PF – a subject matter expert who can offer additional assistance to you when you are not servicing and will perform Quality Monitoring for you and provide you email updates on information as needed.



# Service Hours and Posting



## Servicing Hours Available:

- Sunday through Saturday 7am to 11am EST and 6pm – 11pm EST (Hours can vary based upon client needs)

***Starmatic Schedule:** Hours for this program will post on every Wednesday at 2pm EST.*

# Star Program Overview



- CSP 103 can be reviewed for specifics on how to access your metrics
- Client expectations will remain the same that all CSPs should be meeting the 3 Star metric

# STAR METRICS



Performance Requirements			
Metrics	*	**	***
Commitment Adherence (CA)	80 – 89.99%	90 – 94.99%	≥ 95%
Intervals Serviced*	10 - 20	> 20 – 30	> 30
Guest Satisfaction Measurement (GSM)	70% - 75.99%	76% - 82.99%	≥ 83%
Quality Assurance (QA)	85% - 89.99%	90 – 94.99%	≥ 95%

The Star Program will be rated on an average star rating, not the lowest star.

# Super Stars!



Your Star Rating determines when you post for hours and how much you can post.

- No Stars– Posting is Wednesday at 2pm EST
- 1 Star– Posting is Wednesday at 12pm EST
- Stars– Posting is Wednesday at 11am EST
- 3 Stars– Posting is Wednesday at 10am EST

Your goal should be to reach 3 star CSP status!

# Statistics used for pre-select



- Pre-select is determined weekly. Pre-Select will be released every Monday and will use the metric data from the 2 weeks prior.
- Important to know: The Arise reporting system automatically generates “Zero Star” warnings. When you first certify you may receive one of these emails from Arise. You can disregard them for the dates that include the week you certified and the week immediately following certification.

# QA Process



Your Performance will be evaluated for the following key areas:

- Opening/Closing & Acknowledgment
- Guest Engagement
- Policies and Procedures
- Soft Skills (Tone with guest and correct spelling, grammar, punctuation)



# QA Process

## Opening/Closing & Acknowledgment

- Offered proper greeting and welcomed the Guest
- Acknowledge and understand the request
- Provided a personal branded closing
- Offered the survey to the Guest





# QA Process

## Guest Engagement

- Did you engage the guest
- Proper discovery questions and resources were used
- Provided correct and complete information
- Acknowledge Guest Celebrations
- Kept interaction positive even if you cannot meet the request



# QA Process

## Policies and Procedures

- Effectively “listen” and use empathy when needed
- Adhere to Standard Guest Policy & Procedures
- Utilized appropriate and approved WDW Nomenclature, names, terms, titles.
- Avoided Slang, Emoticons and internet acronyms
- Used proper resources (one Source, Disneyworld.com)



# QA Process

## Soft Skills

- Used correct grammar, spelling and punctuation
- Used courteous and friendly tone
- Built rapport with the Guest



# **\*Syllabus for Disney Web Certification**

## **Technical and Logon day– Day 1 (This was last class)**

- Pre-work: Any Pre-work will be sent to you by your Instructor.
- **Web-Cast: Instructor led – 4 hours**
- Logon to all Of Disney and Arise Systems to ensure everyone is able to login and use the systems before starting the Disney Material.

## **Day 2 (Today)**

- **Web-Cast: Instructor led – 4 hours**
- Service requirements & QA
- Introduction to Disney– Walt Disney World
- Introduction to Disneyworld.com
- Q & A

**GcX** 49



# **\*Syllabus for Disney Web Certification**

## **Day 3**

Pre-work: Complete assessment emailed by Instructor

- **Web-Cast: Instructor led – 4 hours**
- Review Day 2
- Disney Website knowledge
- My Disney Experience Site Navigation
- Role Play Website Searches
- Q & A

## **Day 4**

- **Web-Cast: Instructor led –4 hours**
- Review Day 3
- Introduction to One Source
- Role Plays and Activities
- Q&A Session



# **\*Syllabus for Disney Web Certification**

## **Day 5**

**Pre-work – Exercise 1–7 in Arise University**

- **Web-Cast: Instructor led – 4 hours**
- Review Day 4
- Navigating One Source
- Role Plays and Activities
- Q&A Session

## **Day 6**

**Pre-work – Exercise 8–14 in Arise University**

- **Web-Cast: Instructor led – 4 hours**
- Review Day 5
- Navigating One Source
- Role Plays and Activities
- Q&A Session



# **\*Syllabus for Disney Web Certification**

## **Day 7**

- **Web-Cast: Instructor led – 4 hours**
- Review Day 6
- Introduction to LivePerson Chat
- Q&A Session

## **Day 8**

- **Web-Cast: Instructor led – 4 hours**
- Review Day 7
- LivePerson Chat navigation
- Role Plays and Activities
- Q&A Session





# **\*Syllabus for Disney Web Certification**

## **Day 9**

- **Web-Cast: Instructor led – 4 hours**
- Review day 8
- Role Plays and Activities
- Q&A Session

## **Day 10**

- **Web-Cast: Instructor led – 4 hours**
- Review and practice
- **\*\*CSP 103 needs to be completed with a passing score by this date**

# **\*Syllabus for Disney Web Certification**



## **Day 11**

- **Web-Cast: Instructor led – 4 hours**
- **Review and Final Assessments**

## **Day 12**

- **Ready, Set, Go – this is facilitated by the Arise Client Results Team.**

# Chat Process



- We do not respond until the Guest posts a question.
- Welcome the guest once they have responded using their name if provided and give a assurance statement
- Provide your answers
- Give the closing offering the survey
- Complete the Agent Survey after every chat session





# LivePerson Chat

## Things to know

- We never ask a guest for personal information
- We never provide specific prices in our chats
- We will utilize canned responses, Freeform responses and combination canned/freeform.
- All Chats need to be “SHOW READY” before you send – free of errors.
- Read and understand the guests question before you respond. Do you need to ask for clarification of what they are asking to be able to help them?
- Acknowledge any celebration they mention

# Always read before you send!



Carefully read your responses before clicking **Send**.

**Ask yourself whether you sound sincere** and helpful and are you directly answering the Guest's question or concern. When copying pre-prepared text, it is easy to provide something that is off-topic or not focused on the Guest's need. Even worse, the response can sound like a cheesy television commercial. Remember to keep the conversation down to earth, personal, and focused on the Guest.



## Canned Responses

By selecting the *Canned Response button in the LivePerson™ Application* you can select appropriate shell or hot key replies for many common Guest questions. You can also be confident that these replies have been reviewed to ensure the appropriate conversation and voice aligns with the Disney brand and image.

You need to spend time reviewing the canned responses outside of class

# Using Canned Response



- There are multiple ways to access the canned responses and 2 are in LivePerson

The screenshot displays the LivePerson 55170107 interface. At the top, the title bar reads "LivePerson 55170107 [tami maring - Logged On]". Below this is a menu bar with "File", "Control", "View", "Tool", "Canned", and "Help". The "Canned" menu is highlighted. Below the menu bar is a toolbar with icons for "Take", "Respond to Next [1]", "Invite to Chat", "Call", "Notify Call", "Invite to TSS", and "Admin Console".

Below the toolbar, there is a status bar showing "Filter: My Chat Queue [1]", "Visitors in Site: 1462", and "Waiting for Chat: 1". To the right, there are dropdowns for "Chat: Online (Auto)" and "Phone: Online (Auto)".

The main area is a table with columns: Country, Contact ID, Skill, Room, Queue, State, Desktop Sharing State, Agent, Current Page, Time in Site, Duration, Wait Time, Start Time, and ... The first row shows a visitor from the United States with Contact ID 68-204-160-229.res.bhn.net, Skill Training, and Agent Tami. The State is set to "Chatting".

Below the table, the visitor's name is displayed as "Name: 68-204-160-229.res.bhn". To the left of the chat area is a sidebar with icons for "Chat" and "Phone". The chat area itself has a toolbar with "Transfer", "Stop Chat", "History", "Push Page", "Send HTML", and "Canned Response" (which is highlighted with a red box). The chat text area shows the visitor's message: "Visitor: Where do I find Resort Prices on the website?". Below the chat area is a text input field with a "Send" button.

On the right side of the interface, there is a "Visitor Info" panel. It contains the following information:

- Visitor Info
  - Contact ID: 68-204-160-229.res.bhn.net
  - Country: United States
  - City: Lake Helen
  - Organization: Time Warner Cable
  - Postal Code: 32744
  - ISP: Time Warner Cable
  - Operating System: Windows XP
  - Time Zone: America/New\_York
  - IP: 68.204.160.229
  - Host: 68-204-160-229.res.bhn.net
  - State/Province: Florida
- Session Info
  - State: Chatting
  - Skill: Training
  - Agent: Tami
  - Number of Pages: 0
  - Browser: MSIE 8.0
  - Duration: 00:03:39
  - Wait Time: 00:00:05





- 
- Canned Responses for 68-204-160-229.res.bhn.net**
- Search for Canned Response
- Look for:
- AAA
  - AP
  - Aulani
  - Costco
  - DLR
  - GSCC Escalations
  - GSCC General Information
  - GSCC Memory Maker
  - GSCC MyMagic+ FAQ
  - Ticket
  - Travel Trade
  - WDW**
    - Memory Maker
      - How long will my photos be available in my account?
      - How do I manage which member of the group has the Memory Maker entitlement?
      - When can I begin downloading my photos?
      - Do I get hard copies of the pictures?
      - I am on my iPad and having difficulties
      - "How to" Guide
      - How do I link Memory Maker?
      - Why can't I link my Memory Maker?
    - 2014 MYW TICKETS
    - PACKAGE TICKET POLICIES
- Close
- Expand All
- Collapse All
- Push Page:
- ☒ Keep Open
- LP-SS170107



# Final Assessment

- There are 2 Final assessments. Part One and Part Two.
- Part ONE gives you an immediate score upon completion and will be done after class today
- Final Assessment Part TWO has to be Manually Graded and you will not receive an immediate score and will be done during our next class.
- The AVERAGE Score of Part One and Part Two must be 90% or higher to pass the course and certify to service.
- Retakes for failed exams are not available
- The instructor cannot assist you during the exams

# Certification– Disney Chat



- You will receive a email notifying you if you passed Certification after class on Day 11. Please be patient as the exam you take during our next class is manually graded by multiple members of the certification team.
- In order to pass Certification you must achieve a **AVERAGE** score of 90% for Part one and Part two.



# Final Assessment – Part 1

- Go to Arise University and select the Final Assessment Part ONE.
- The assessment is 20 questions – You may use any of your resources to take the exam.
- The questions are True/False, mark all that apply, identify screens and single answer questions.
- You have only one opportunity to take the Final Assessment.
- You will receive a score IMMEDIATELY upon completion of this part of the exam.

# Final Assessment Part two



Final Assessment Part TWO will be completed during our NEXT class.....

You will be provided detailed instructions and the password in our next class.....



The Final Assessment  
Part 1  
must be completed  
**PRIOR**  
to class tomorrow.

Any Questions?



Do you have any questions  
about how to complete the  
final Exam Part one before  
I give you the password?



**Lisa Carstarphen**

---

**From:** Sheri Phillips  
**Sent:** Wednesday, January 14, 2015 9:00 AM  
**To:** 'mattarroz@gmail.com'  
**Subject:** Barnes and Noble CSAT Feedback- 1/12/15 & 1/13/15



**Date:** January 14, 2015

**To:** Certified Client Solutions, LLC  
**Attn:** Patricia Rice  
**Re:** Barnes and Noble OSAT Feedback  
**CC:** Rice, Matt, CSPID 520829

Please see the feedback below that was received as a result of an OSAT feedback submission from one of the Barnes and Noble customers. **Please pay special attention to the "Overall satisfaction with this customer experience" question as well as "Do you consider your request resolved?" question.**

Please keep in mind that this is the feedback received directly from the customer as a result of the recent interaction. This feedback is the perception that our customer has of their experience. We encourage your CSP to review the feedback below. **Place close attention to the areas where you received a score of 1 through 7 and focus on improving the customer's perception, but also remember to celebrate the scores of 8, 9 or 10. Remember that the new stretch goal is to receive an average of 8.5 or better or =>85% since we multiply the average by 100.**

Please keep in mind that the OSAT feedback is not necessarily an indication that the proper procedure was not followed. It is unfortunate at times that even when following the procedures, the customer might not be satisfied. That is one of the risks we considered when sending the feedback out to the CSPs. When reviewing the feedback please keep that in mind especially if you followed the correct process.

Added into this communication is feedback right from the Arise staff. Please keep in mind a few things about this feedback. This feedback is based on the customer's perception and does NOT take Barnes & Noble processes/procedures into consideration. The feedback is given to help increase OSAT and does not necessarily mean that your CSP Resource did not have any strengths during the interaction.

**CSP Name/CSP ID:** Rice, Matt / 520829

**Date of Interaction:** 1/10/2015

**Type of Contact:** Telephone call

**CSP CSAT ID:** 71741953

**Subject:** Not assigned - Not assigned

**G CX** 52

Case/SR ID: 8010585994

**Arise Feedback:** Based on the customer's comments the call will be reviewed and additional feedback may be provided by the QA PF.

Survey Question	Customer Response
Was courteous and professional	5
Communicated information clearly	5
Understood your issue or request [Phone Only]	5
Was genuinely interested in helping you [Phone Only]	3
Answered your question	6
Provided a solution that was easy to complete	5
Overall satisfaction with this customer service experience	5
How could we improve our customer service?	When marketplace vendors cannot fulfill an order, but the item is still listed on the website, customer service should provide a coupon code/discount to make up for the difference in price for the next item up. When I asked if my educator discount wo
Is there anything you would like to tell us about this experience with customer service?	.
Do you consider your request resolved?	Yes
Which of the following best describes the reason your request is not yet resolved?	.

\*\*\*\*IBO Principals - This CSAT survey was also emailed to your CSP as well

Thank you for your company's partnership.

\*\*\*\*\*

**Sheri Phillips**

Performance Compliance Lead - Arise Virtual Solutions Inc.  
3450 Lakeside Drive, Miramar, FL, 33027, US

[SPhillips@arise.com](mailto:SPhillips@arise.com)